

Crisis Counseling Services Available to Hurricane Katrina Survivors Now in Utah

Utah has a Crisis Counseling Program "Utah Reaching Out" to provide crisis counseling to evacuees from Louisiana who had been displaced due to Hurricane Katrina. Crisis counseling is being provided to Hurricane Katrina survivors statewide. Project Utah Reaching Out continues to visit communities throughout the state, working in partnership with a range of agencies, both public and private, to bring services to individuals suffering from disaster-related stress, and to receive referrals. Utah residents and evacuees in need of counseling can call the toll-free Help-Line, which operates 24 hours a day, seven days a week. The number is 800-537-8739.

UTAH DEPARTMENT OF HUMAN SERVICES
SUBSTANCE ABUSE & MENTAL HEALTH (801) 538-3939

Behavioral Health Tip Sheet for First Responders

How to Support Victims of Terrorist Attacks or Natural Disasters

NORMAL REACTIONS

- Grief, sadness, despair
- Anger
- Numbness
- Shock
- Sense of disbelief or denial
- Mood swings

WHAT TO SAY TO VICTIMS

- I can understand why you might feel this way.
- Your reaction is normal.
- It's normal to feel upset and confused.
- Don't blame yourself; it's not your fault.
- Things won't ever be the same, but they WILL get better.

SUGGESTIONS FOR COPING (Now)

- Go to a place where you feel safe.
- Share feelings with family, friends, and other victims who understand.
- Avoid turning to drugs or alcohol.
- Forgive yourself.
- Don't dwell on fears or "What ifs?"
- Care for your mind and body.

WASATCH FRONT CRISIS LINES

Davis County(801) 773-7060
Salt Lake County(801) 261-1442
Utah County(801) 373-7393
Heber County(801) 318-4016
Weber County(801) 625-3700

WHEN TO CALL A PROFESSIONAL

- Disoriented—can't answer questions
- Suicidal or homicidal
- Drug or alcohol abuse
- Hears voices, sees visions
- Abusive or violent toward self or others
- Extremely fearful or overwhelmed

WHAT NOT TO SAY

- I know exactly how you feel.
- Things could have been worse.
- You're lucky because....
- What you should have done was....
- Just put it out of your mind.
- You can always get another pet/home/business.

SUGGESTIONS FOR COPING (LATER)

- Call a friend if you feel overwhelmed.
- Don't make any major life decisions.
- Don't expect too much of yourself or others.
- Simplify your life: pare down to essential tasks.
- Do things that revive your spirit.
- Start re-establishing daily routines.
- Find small ways to help others.

OTHER UTAH CRISIS LINES

Central Utah(877) 386-0194
Four Corners Call 911; page on-call worker
Northeastern Utah(435) 828-8241
Northwestern Utah
 Cache County(435) 752-0750
 Box Elder County(435) 452-8612
Southeastern Utah(800) 502-3999
Southwestern Utah(435) 634-5600